

**LETTER OF AGREEMENT**  
**BETWEEN**  
**NASA INTEGRATED SERVICES NETWORK PROJECT**  
**AND**  
**JET PROPULSION LABORATORY'S DEEP SPACE MISSION SYSTEM**  
**COMMITMENTS OFFICE**  
**CONCERNING COORDINATION AND DEVELOPMENT**  
**OF CUSTOMER COMMUNICATION SERVICES REQUIREMENTS**

Approval for NASA Integrated Services Network Project:

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10/11/2006

Date

Approval for Jet Propulsion Laboratory's Deep Space Mission System (DSMS) Commitments Office:

Ed Luers

Ed Luers  
DSMS Commitments Office  
Jet Propulsion Laboratory

10/4/06

Date

## **1. GENERAL**

The organizations entering into this Letter Of Agreement (LOA) do so to facilitate the development of communication services requirements in such a manner that the National Aeronautics and Space Administration (NASA) organization charged with their implementation – NASA Integrated Services Network (NISN) Project – is a participant with the JPL DSMS Commitment Office (DSMS 911) from the beginning of customer interaction. Accordingly, the NISN Project will have the opportunity both to guide the requirement statements towards cost effective and proven technological solutions and to provide the respective customer having communication requirements with clear insight into NISN's implementation processes early in the project/program life-cycle. By so doing, the opportunity to make use of standard solutions is maximized, the customer has an opportunity to shorten the lead-time for implementing the best solution to meet its requirements, and both organizations have the opportunity to foster a teaming relationship.

## **2. PURPOSE**

Each party to this LOA has developed processes that best suit their respective roles within NASA. The purpose of this LOA is to foster understandings and relationships between the NISN Project and the customers that obtain NISN services so that both parties may carry out their respective tasks in a timely (with respect to the needs of the other party) and efficient manner. The overall objective is to ensure that the required communication services are in place and operationally ready when the customer needs them.

## **3. SCOPE**

This LOA is limited to communications services offered and provided by NISN to all joint NISN and Deep Space Network (DSN) customers. Communications services include data, video, and voice that directly support and sustain a customer's operations.

## **4. INTERFACES**

### **4.1 NISN**

The NISN organization's website <http://www.nisn.nasa.gov> provides links to NISN, its services, its processes, and contacts. For its day-to-day operations, NISN relies on its contractor. At the NASA level is the NISN Service Manager (NSM); at the contractor level is the Customer Service Representative (CSR).

### **4.2 JPL DSMS Commitments Office**

The JPL DSMS Commitments Office provides the Future Mission Planning (FMP) managers and Telecommunications Mission Services (TMS) managers. The Deep Space Network Operations and Maintenance (DSN O & M) contract provides the support.

## **5. REFERENCES AND APPLICABLE DOCUMENTS**

- a. *NISN Services Document, NISN-001-001, Revision 7 and subsequent revisions*
- b. *NISN Service Request Process, NISN-3000-4323, April 2006 and subsequent versions*
- c. *NISN Standard Operating Procedure for Trouble Reporting, Activity Scheduling, Mission Freeze, and Major Outage Notifications, NISN-SOP-0002, June 2006 and subsequent versions.*
- d. *Internet Protocol Operational Network (IONet) Access Protection Policy and Requirements, 290-004.*
- e. *IP Operational Network (IONet) Access Control Compliance Checklist.*

## **6. INTEGRATED FINANCIAL MANAGEMENT**

It is a fundamental principle at JPL that the individual customer is responsible for their funding and for executing their financial transactions.

- a. NISN shall designate a Resource Analyst to oversee and coordinate the transfer of funds from a customer to NISN.
- b. The DSMS 911 shall work with each customer project/program to identify the appropriate funding authority to oversee and execute the transfer of funds to NISN for the implementation of their communication service requirements.
- c. NISN shall not commence the implementation of any requirement without first having secured the successful transfer of all the funding identified to the customer as the cost of implementing its requirements.
- d. NISN shall not implement requirement changes without first having received verification from the customer any additional funds necessary to implement the requirement change are in process via NASA Form 506 or applicable document.

## **7. GENERAL AND SPECIFIC RESPONSIBILITIES**

### **7.1 Overview**

The NISN Project and the DSMS 911 agree to develop and refine processes to ensure that customer requirements are defined, costed, and implemented in a timely and efficient manner. To achieve such efficiencies, both the NISN Project and DSMS 911 recognize that they are members of the same team, each seeking the same goals as the other. The signatory organizations also agree to coordinate and integrate, to the extent practicable, their respective Program Operating Plan (POP) content and schedules.

## **7.2 NISN Responsibilities**

- a. Participate with customers in defining their communication requirements. (NSM and CSR).
- b. Provide Rough Order of Magnitude (ROM) cost numbers for generally stated communication service requirements. (CSR)
- c. Provide Design Cost and Schedule (DCS) information upon request. (CSR)
- d. Write and submit NISN Service Requests (NSRs). (NSM or CSR)
- e. Provide NSR status upon request by a customer project/program and as required. Escalate issues with NSRs within the NISN organization. (CSR or NSM)
- f. Provide DSMS 911 designated managers with access to the NISN Detail Database. Such access shall be limited to information pertaining to the JPL manager's customer base, e.g. Cassini or Jason.
- g. Identify, document, and track resolution of non-requirements issues with NISN services. (CSR and NSM)
- h. Participate in status meetings called by the DSMS 911. (CSR and NSM)
- i. Develop procedures and processes and initiate requirements reviews for the coordination and integration of the NISN POP cycle with the respective DSN POP cycles to ensure new/revised communication services requirements are considered in each POP. (NSM and CSR)
- j. Participate in DSMS 911 sponsored meetings and reviews by developing and presenting NISN status relative to requirements as stated in the PSLA. (NSM/CSR)

## **7.3 JPL DSMS 911 Responsibilities**

- a. Advise new customers of the NISN interface and invite NSM/CSR to initial customer meetings. Participate with the appropriate NSM/CSR in the communication service requirements definition phase for customers. (FMP or TMS manager)
- b. Provide timely coordination on a new NSR when requested by NISN. (FMO or TMS manager)
- c. Call status meetings, as needed, to be attended by appropriate FMP or TMS manager and NISN personnel.

- d. Provide NISN with project technical points of contact that in turn can provide current, accurate and complete information needed by NISN to create and update NSRs.  
(TMS Manager)
- e. Coordinate insertion of detailed customer mission-unique NISN services requirements into respective Detailed Mission Requirements (DMR) document.  
(FMP, TMS manager, NSM/CSR)
- f. Coordinate and conduct mission readiness testing. (TMS manager)

## **8. ADMINISTRATION**

- a. This LOA shall become effective on the date of the last signature affixed. It shall expire upon completion of all obligations of both parties and five years from the date of signature of both parties, whichever comes first. Either party, upon a 90-day written notice to the other party, may terminate this Agreement, at any time and for any reason it deems substantial. In the event of such termination, the parties shall return to the other any data it furnished to assist the other in performance of this LOA, but either party may retain any data generated by its partial performance under the Agreement, unless another section of this Agreement provides otherwise.
- b. This LOA may be modified at any time upon the written approval of both signatory organizations.
- c. There are no antecedent agreements or understandings established for the purposes defined herein.
- d. The signatory organizations shall review this LOA on an as required basis to determine the need for its continuation, modification, or termination.

## Abbreviations and Acronyms

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CSR	Customer Service Representative
DCS	Design Cost and Schedule
DMR	Detailed Mission Requirements
DSMS	Deep Space Mission System
DSN	Deep Space Network
DSN M & O	Deep Space Network Operations and Maintenance
FMP	Future Mission Planning
IONet	Internet Protocol Operational Network
LOA	Letter of Agreement
NASA	National Aeronautics and Space Administration
NISN	NASA Integrated Services Network
NSM	NISN Service Manager
NSR	NISN Service Request
NSRS	NSR System
POC	Point of Contact
POP	Program Operating Plan
PRD	Program Requirements Document
ROM	Rough Order of Magnitude
PSLA	Project Service Level Agreement
TMS	Telecommunications Mission Services